

WAITUNA WEST SCHOOL

Concerns and Complaints Procedure - Nag 3

RATIONALE

When concerns and complaints are dealt with through an agreed process that is understood by everyone that is involved in the school, smooth functioning of the school will be enhanced.

PURPOSE

1. To set out the procedure for dealing with concerns or complaints of / from pupils, parents, staff and Board of Trustees.
2. To assist those who have concerns with any aspect of the functioning of the school.

GUIDELINES

1. Every effort will be made to deal with concerns promptly however minor
2. Staff will treat parents concerns in a professional manner
3. There may be times when either party requires a support person to be present - partner, friend or colleague. This should be arranged in advance.
4. All written complaints to a teacher, the Principal or the Board of Trustees will be dated and filed by the recipient with a copy of the written response. Concerns can be expressed verbally to a staff member and will be recorded by that staff member or alternatively in writing using the Concerns form attached.
5. Parents are advised to keep a copy of any correspondence with the school regarding a serious complaint.
6. The requirement to approach the person concerned in the guidelines below is not appropriate where abuse is suspected.
7. Twice yearly parents will be reminded about the concerns and complaints procedure.
8. All concerns will be handled by the interested parties or the principal
9. All complaints will go to the Board of Trustees
10. For definition a concern should be raised before it becomes a complaint unless it involves abuse (in any definition)
11. A complaint must be in writing and outline the steps already taken around addressing the initial concern (or lack of if this is an abuse complaint)

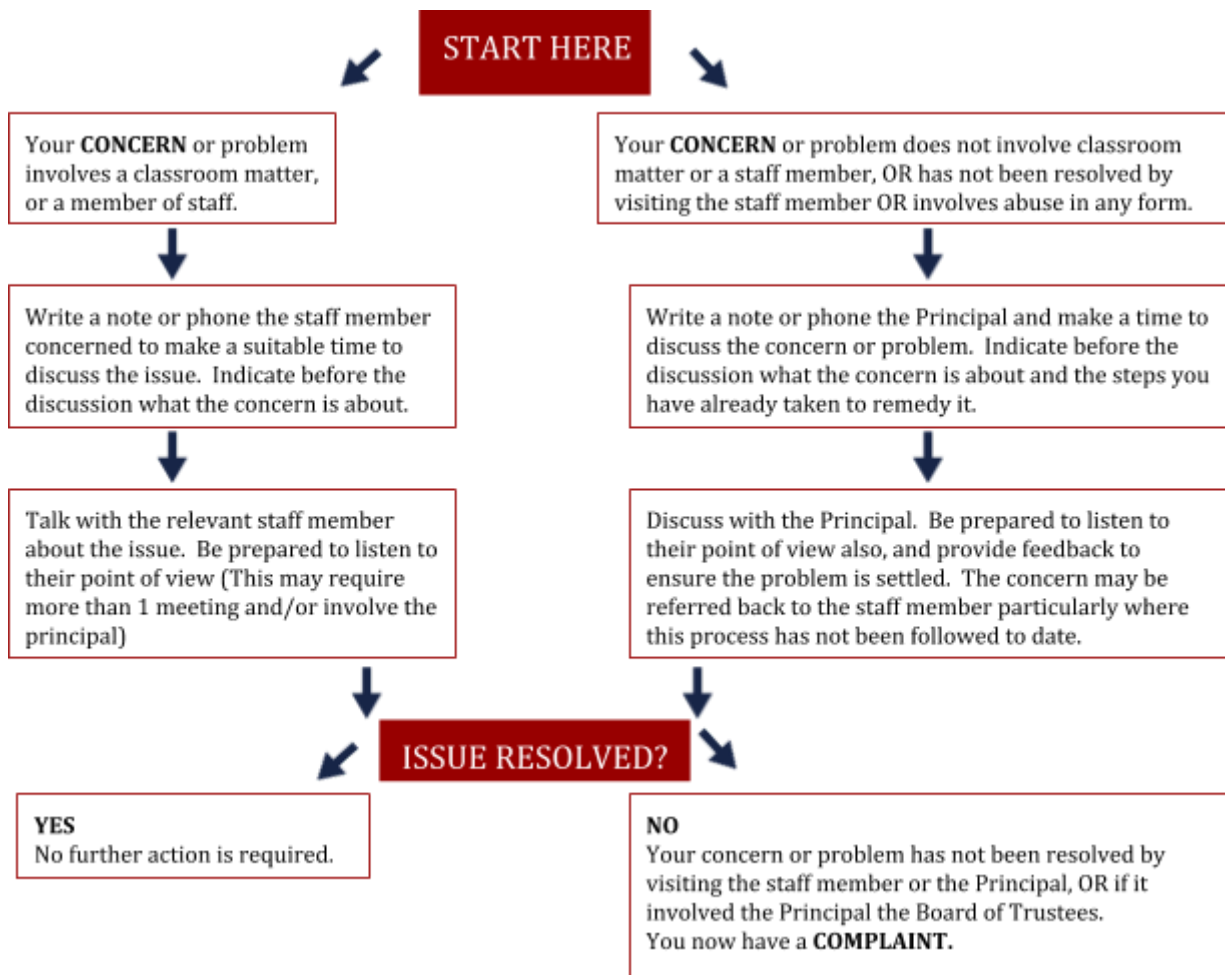
PROCESS FOR CONCERNS/COMPLAINTS

1. Ideally the school would like to be able to address all concerns before they become complaints and we strongly encourage parents to use our open door policy and come in and see us.
2. We are aware where there are times that parents need to know the actual process to follow.
3. The school has a flow chart for parents to use on the following page.

CONCLUSION

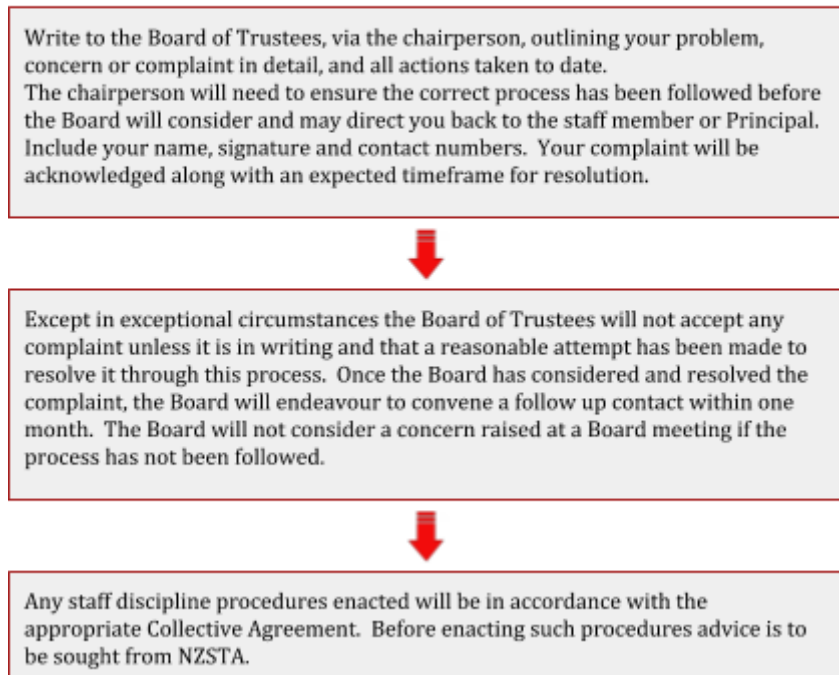
Concerns and complaints are best dealt with at an early stage and before problems reach serious proportions. Discussion will resolve almost all concerns.

CONCERNS FLOW CHART



COMPLAINTS FLOW CHART

COMPLAINTS PROCESS



CONCERN REFERRAL FORM

NAME: (Child and/or parent) _____

DATE: _____

NATURE OF PROBLEM/CONCERN

OFFICE USE ONLY:

Verification Sought:

Yes

No

Action Taken/Strategies Discussed

Conclusion/Further Action

Checklist

Problem/concern identified	
Discussed with parties involved	
Leadership informed	
Board of Trustees informed	
Progress discussed with parties involved	
Referral to other agencies	